GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4827
ANSWERED ON:30.03.2017
Quality of Food Served in Flights
Noor Smt. Mausam

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the number of complaints regarding the quality of food served in domestic flights of Air India is on the rise;

(b) if so, the number and details of complaints received during the last three years as well as the current year, yearwise;

(c) whether most of the complaints from Air India passengers are related to food served to them; and

(d) if so, the details thereof and the action taken on these complaints along with the corrective measures taken in view of these complaints?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a)&(b): Number of Complaints pertaining to quality of meals provided on domestic flights are as under:-

Period	Number of Complaints
2014	44
2015	28
2016	47
2017(Jan-Feb)	02

(c): No, Madam.

(d): Whenever complaint pertaining to meal quality is received, based on the gravity of the complaint, punitive action is taken against the caterer as per the contractual terms. Air India uplifts in-flight meals from reputed caterers who also cater to other international and domestic airlines. Stringent quality checks and surprise meal checks are carried out at caterers" premises to monitor uplift of meals with regard to quality, quantity , taste, presentation and eye appeal. Periodic Hygiene Audits are also being carried out at caterers" premises to improve the quality of meals.